



District of Columbia Interagency Council on Homelessness



***ERSO Committee
October 28, 2020***

Meeting Agenda



- I. Welcome & Call to Order
- II. Updates
 - I. Winter Approved and Plan Posted (Link Shared)
 - II. Pat Handy
 - III. Quiet Hours
 - IV. Stimulus Checks
- III. Discussion
 - I. Communication of Winter Plan
 - II. Resources for Unsheltered Individuals
 - III. Election Preparation for Unsheltered
- IV. Updates & Announcements

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Updates & Announcements

Adjournment

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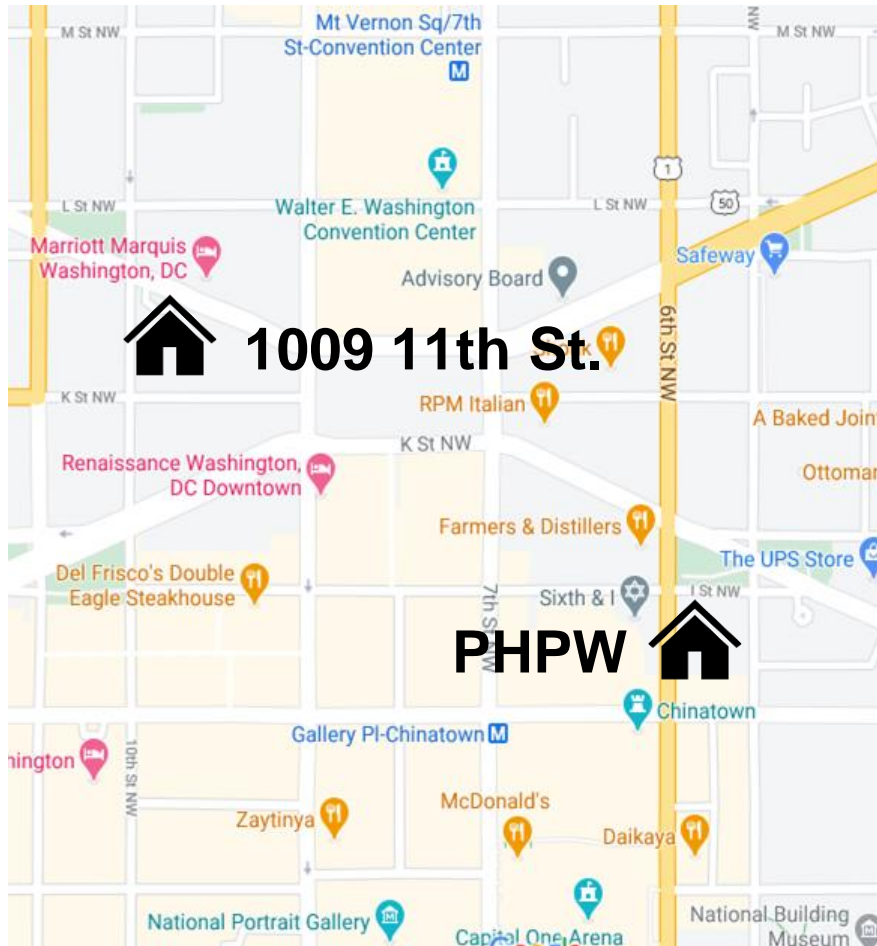


DC Department of Human Services

Patricia Handy Place for Women Temporary Move

ERSO Update
October 28, 2020

Planned Temporary Relocation



- The Patricia Handy Place for Women (PHPW) will undergo renovations in the coming months.
- To ensure safety, all residents will be temporarily relocated while system upgrades and renovations are completed.
- Temporary location for the low-barrier program will be former Youth Hostel at 1009 11th Street NW.
- Renovations are expected to take approximately one year

Proposed Timeline

Fall 2020*



- Residents prepare for temporary relocation (packing of personal belongings - 2 bag maximum)

Fall 2020*



- PHPW - including all services and supports - relocates to 1009 11th Street NW in Ward 2
- Residents move into temporary replacement shelter

Winter 2021*



- Renovations begin at PHPW
- Residents continue to be supported in temporary replacement shelter, and engage in key social services and housing assistance to transition into permanent housing

Winter 2022*



- Renovations complete at PHPW
- PHPW reopens

*Dates are estimates and may change

Program Operations

- No change to program operations or services provider
- Onsite services will continue to include:
 - Trauma-informed case management and connection to housing resources
 - 24 hour staffing and security
 - Meals and janitorial
- Committed to working with neighbors and business community to address any issues

Modified COVID Operations in Low Barrier Shelters



24-Hour
operations



Reduced
census



Same shelter,
same bed



Regular
screenings



Grab and go
meals



Enhanced
cleaning



Bolstered
hygiene supplies



Remote case
management

Contacts

For general questions or community concerns.

Melvyn Smith, Department of Human Services: Melvyn.Smith2@dc.gov

For questions about program operations.

Schroeder Stribling, N Street Village: SStribling@nstreetvillage.org

Kenyatta Brunson, N Street Village: KBrunson@nstreetvillage.org

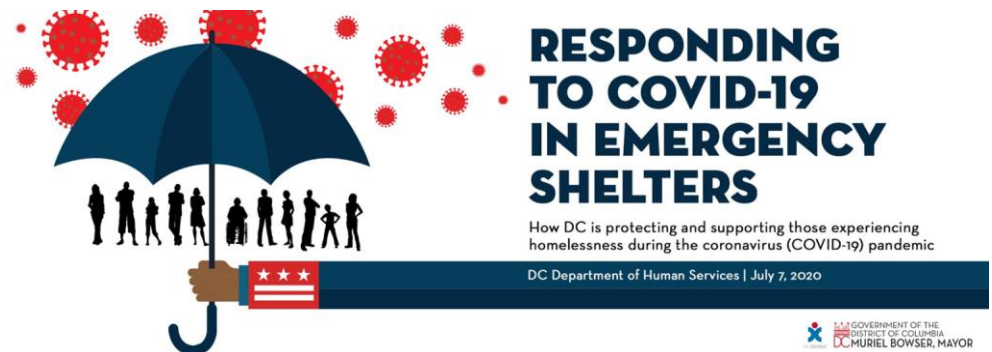
Jaqueena Manahan, N Street Village: Jmanahan@nstreetvillage.org

Data on DHS COVID response:

<https://dhs.dc.gov/storyboard>

Have a housing lead?

newleaseonlife@dc.gov



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DC Department of Human Services

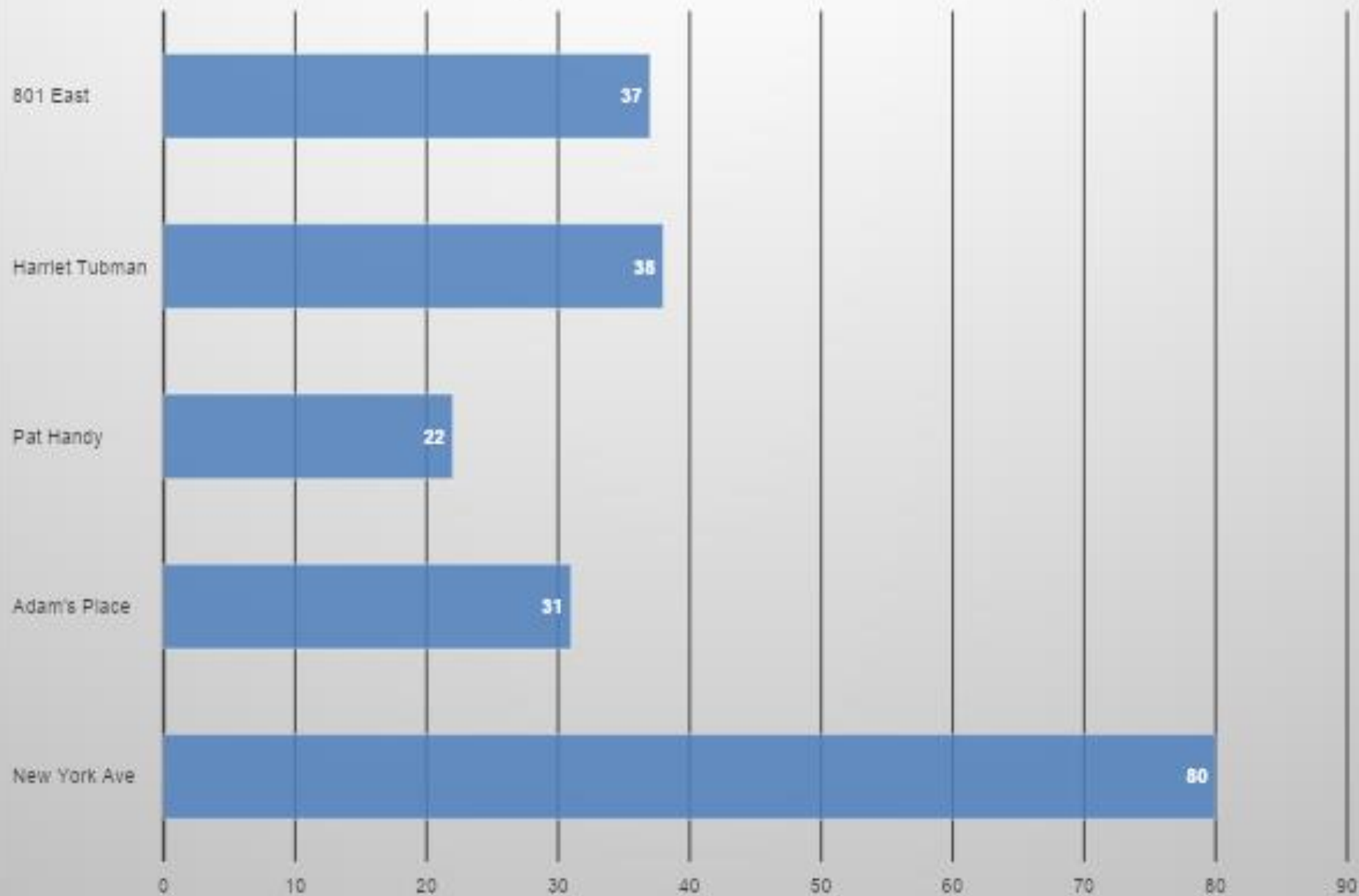
Quiet Hours Survey Results

October 23, 2020

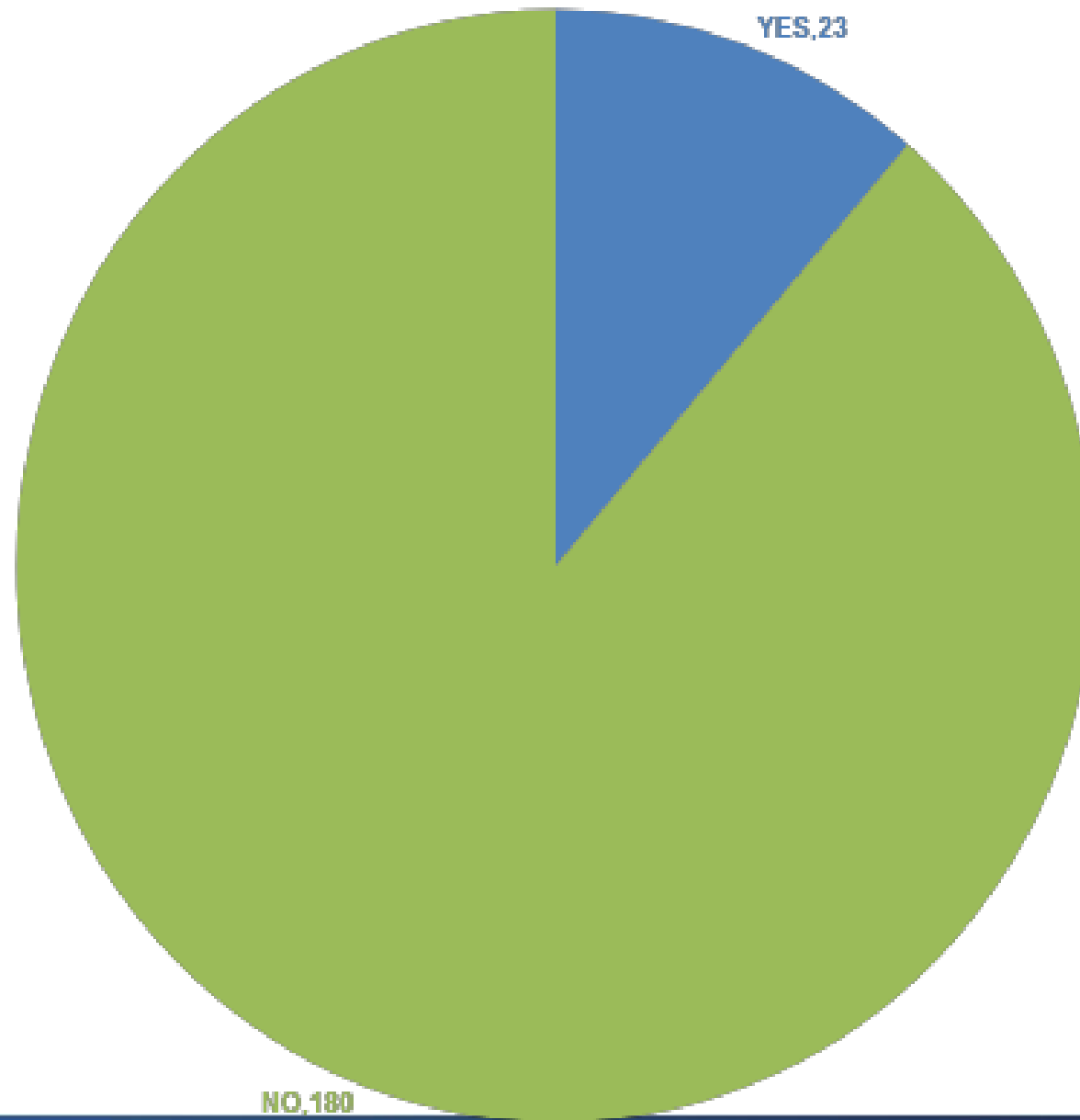
Background

- Purpose of the survey was to get feedback from residents on a proposed policy to implement Quiet Hours between 12 am – 6 am.

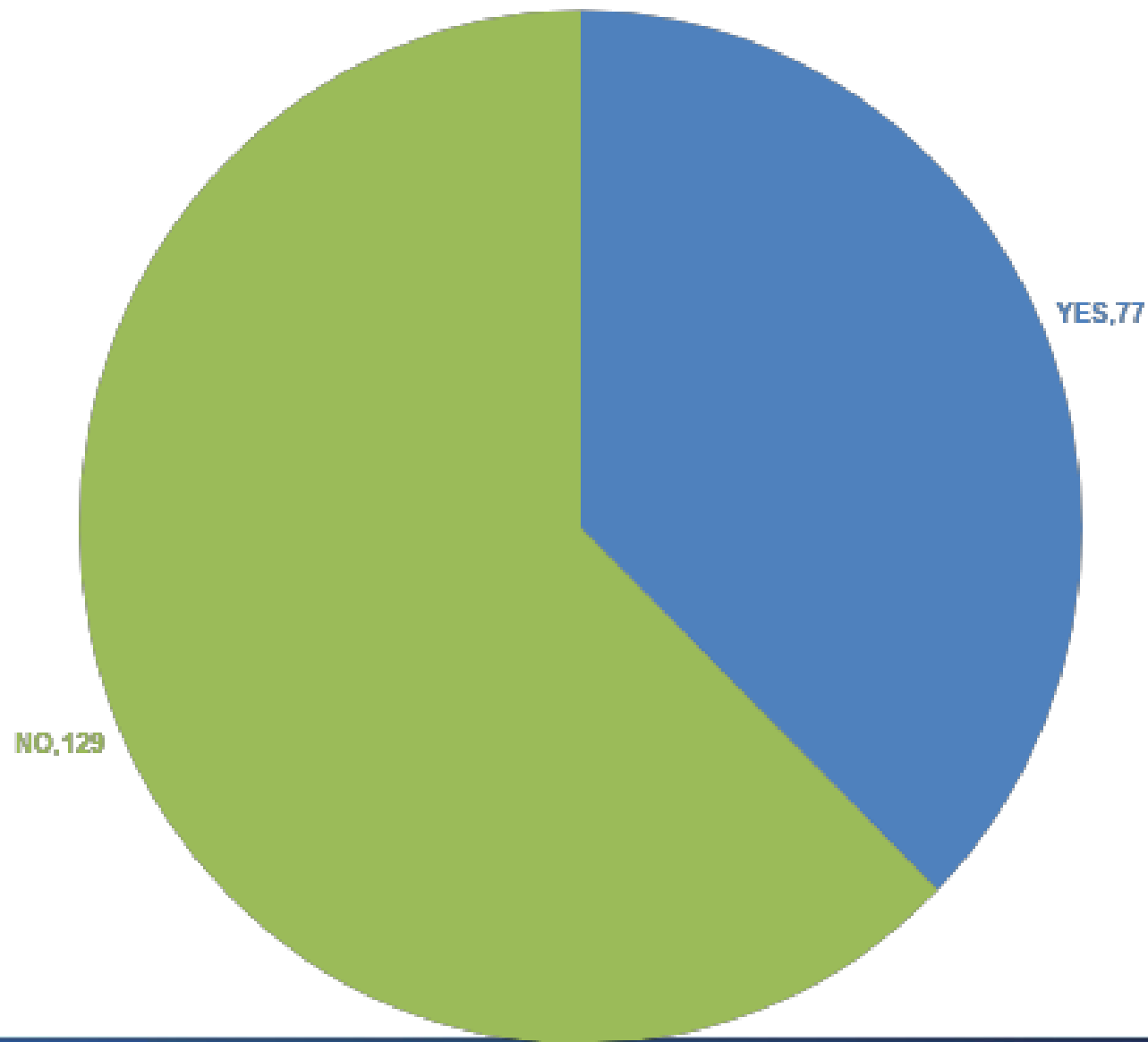
Great Participation! 208 Completed Surveys



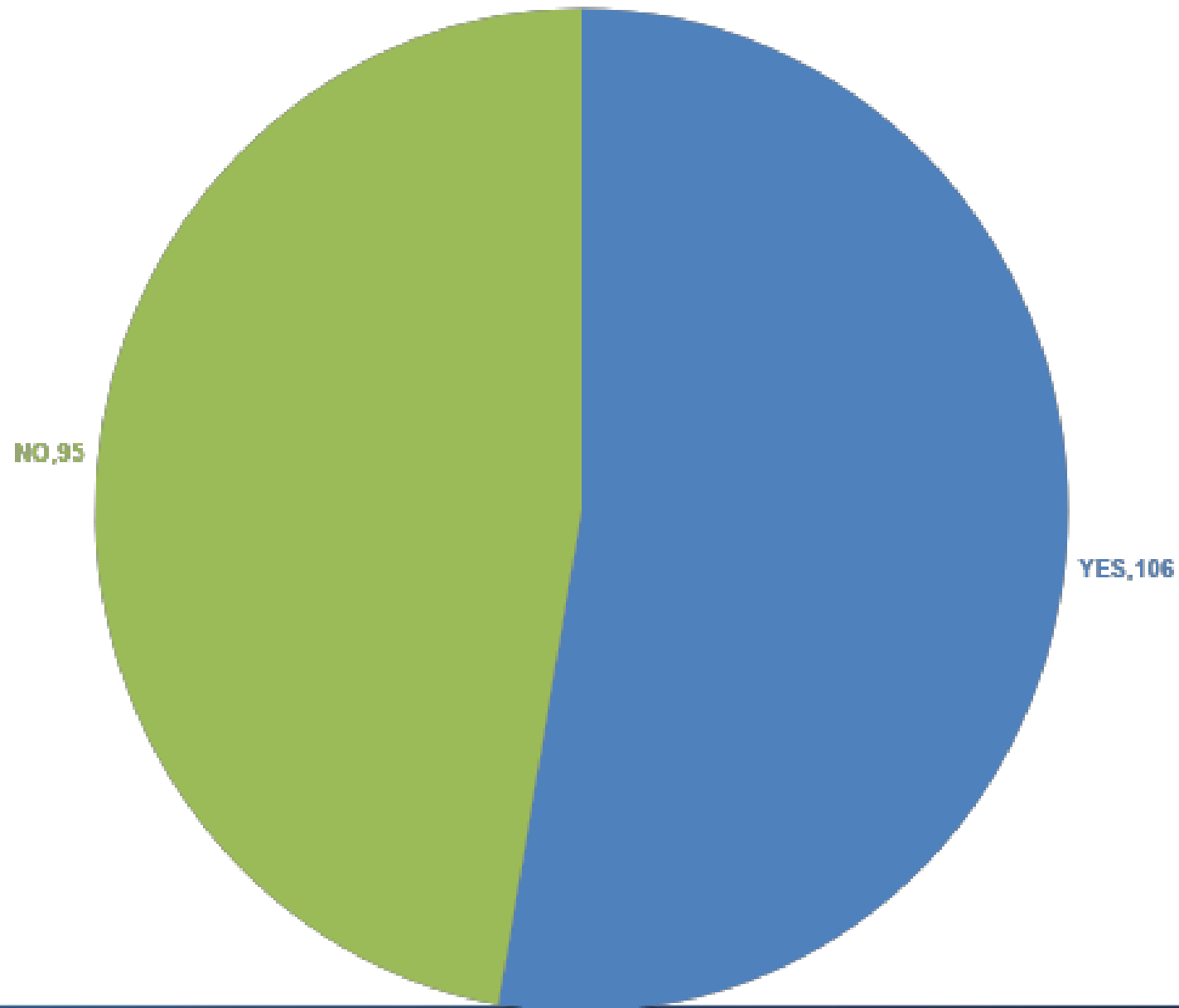
Do you regularly leave the shelter at night between 12am and 6am?



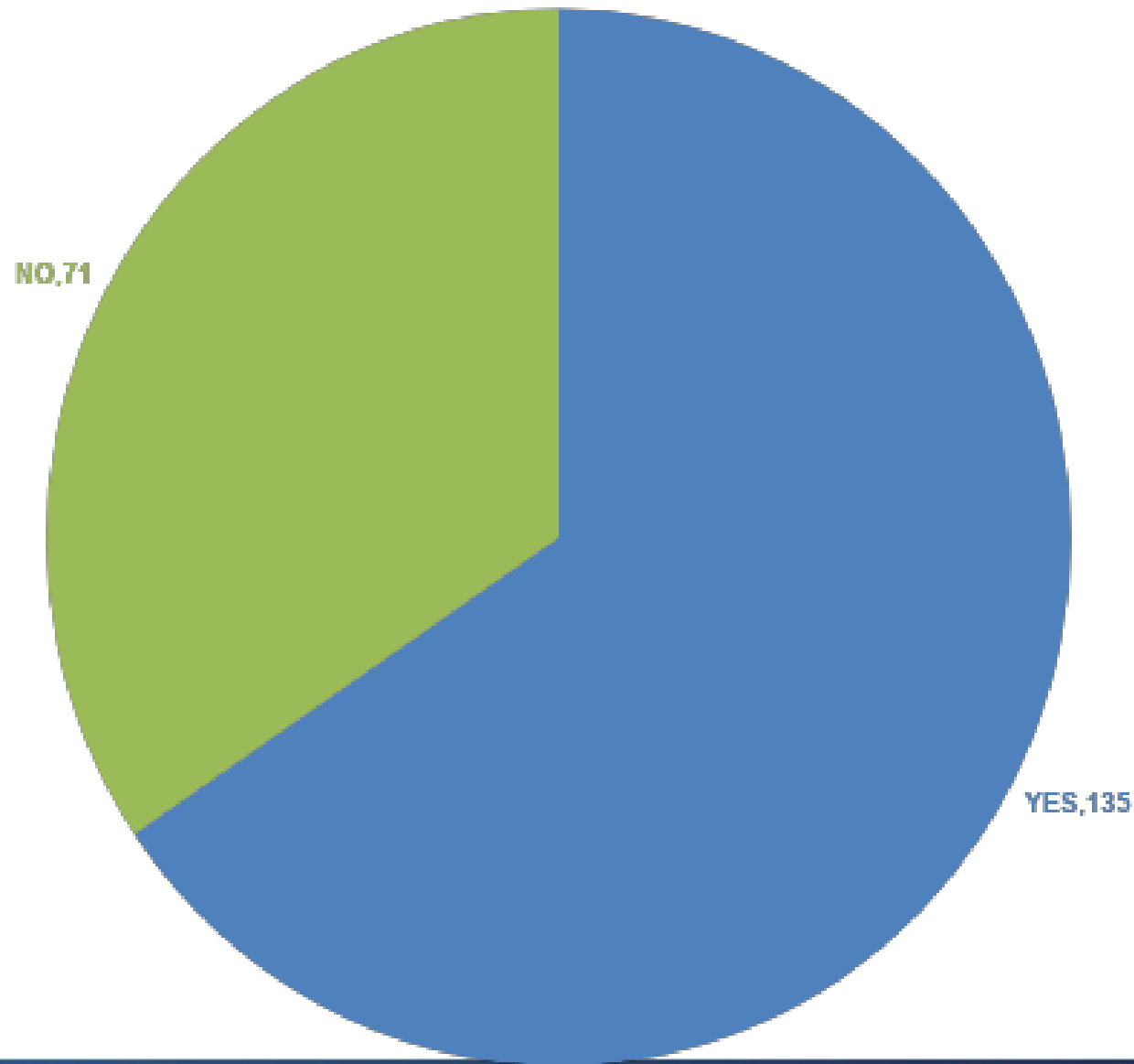
Are you ever disturbed or awakened when someone leaves the dorm in the middle of the night?



Are you concerned about shelter safety in the middle of the night?



Are you in favor of having a "Quiet Hours" policy at each low barrier shelter?



If you answered “yes” to question #5, why?

- “For safety”
- “For the greater good! There’s a feeling like...’late night revolving door’ anything goes! It can be frightening!”
- “People go in and out late night and pick up drugs”
- “Because it is only fair to all residents to have proper times to rest and have peace”
- “The proposed policy is a good idea to keep residents and staff safe in the night hours and to keep disturbances down to a minimum”
- “Yes so I can sleep better”
- “It is time for some type of rule in place safety measures. Anything would help right now.”
- “I need quiet time to get well.”

If you answered “no” to question #5, why?

- “Everything is fine the way it is.”
- “Unnecessary”
- “I do not believe in making grown men be quiet”
- “Because what if something comes up or you can’t sleep because it’s too hot”
- “Because I usually get up at 3 to 4am to smoke and call my loved ones so they know what I’m doing for that day”
- “This policy is too restrictive”

Are you in favor of a different policy to create a safer and more peaceful space in shelter at night? Please describe.

- “focus instead on not letting barred people come back in”
- “It’s not the people coming in and out at night – it’s the people they allow to roam the halls and go into dorms that they don’t belong. Security should be stationed in the halls.”
- “If one ejects the true trouble maker this shelter would be safer and saner.”
- “Enforce the head phones rule.”
- “Make mandatory security guard in dormitory area 24/7 but especially at night”
- “Smoking in dormitories and the rest room is a big problem and playing music loudly in dorms”
- “the guards need to do their jobs”
- “Extra security guards in shelter”

Next Steps

- Finalize policy language & exemptions
- Schedule Provider Meeting – share other policy recommendations & discuss implementation
- Target Date: Nov 1

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Ensuring Access to Stimulus Checks



2 updates:

- 1) IRS Deadline and Resources
- 2) Outcomes of ICH Coordinated Efforts

IRS Deadline & Resources



Deadline: Extended to November 21

Online Resources & Guidance:

- ❖ EIP Step-by-Step Guide available online (<https://www.irs.gov/pub/irs-pdf/p5420b.pdf>)
- ❖ 11/10 set as “National EIP Registration Day”

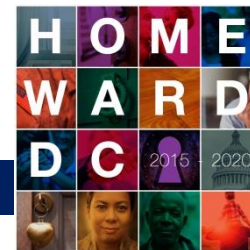
Follow IRS Social Media Account of your preference to stay abreast of planned activities (<https://www.irs.gov/newsroom/irs-new-media-1>)

IRS Resources Continued



- ❖ In-person assistance:
 - ❑ Taxpayer Assistance Center located at 77 K Street NE
 - ❑ Walk-in offices are open by appointment
 - ❑ Call and schedule an appointment at 844-545-5640
- ❖ Email inquiries:
 - ❑ Managed by congressional office
 - ❑ Complete IRS privacy authorization form found on the website of Congresswoman Eleanor Holmes (<https://norton.house.gov/services/help-with-a-federal-agency>)

Update on ICH Coordinated Efforts



ICH coordinated efforts implemented in 2 Phases:

Phase	Locations	Activities
I	Fixed mailing address & dedicated case management support	Development/distribution of information TA support to providers to support clients complete IRS steps for non-filers
II	Low barrier shelters & meal locations (for delivering services to unsheltered individuals)	Originally, envisioned as a two- step process, leveraging VITA operations at Catholic Charities' Financial Stability Network. Ultimately, implemented as a one-step process for safe access to the IRS Non-Filer Tool. Managed by the ICH with funding from DHS and logistical support provided by TCP.

Outcome of Phase II Activities



Individuals Served	339 individuals engaged	232 EIP Non-Filer Forms successfully submitted	
Locations Served	8 shelters		
	Men: <ul style="list-style-type: none">Adam’s PlaceNew York Ave801 East	Women: <ul style="list-style-type: none">Harriet TubmanPat Handy	Co-Ed: <ul style="list-style-type: none">CCNVPEP-V1PEP-V2
	2 Meal Pick Up Sites <ul style="list-style-type: none">SOMEDowntown Day Services Center (DDSC)		
Staffed by	4 Agencies <ul style="list-style-type: none">DHS (2 staff)DMHHS (2 staff)ICH (4 staff)MOCRS (1 staff)	1 Provider <ul style="list-style-type: none">SOME (3 staff)	
Additional Support (facilitated by DHS’ Partner, Sponsor & Donor Coordinator)	7 individuals <ul style="list-style-type: none">Airforce (6 volunteers)Pentagon (1 volunteers)	Peers Job Training Programs: <ul style="list-style-type: none">DC Doors (5 Peers)	

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Communication of Winter Plan - Unsheltered



- Ensure unsheltered individuals are aware of the FY21 Hypothermia Season operations
- Received feedback from Outreach WG and Consumer Engagement WG on the best ways to share:
 - Initial plan
 - Updates throughout the season

Communication: Initial Plan



- ❖ Communication of Initial Plan
 - Share hypothermia cards with shelter hotline number
 - Create flyers in English and Spanish
 - Have Outreach Providers perform special rounds to pass out flyers and answer questions
 - Have flyers circulated to meal sites/libraries and have announcements made at meal site locations
 - Encourage providers/consumers to sign up for AlertDC and HopeOneSource

Communication: Updates



- ❖ Communication of updates throughout the season:
 - Have outreach providers perform rounds to notify individuals of updates
 - Update flyers for major changes and have them re-circulated to meal sites/libraries and have announcements made at meal site locations
 - Send updates through email to providers (DCHO, ICH Outreach and ERSO WG)
 - Encourage clients and providers to sign up for AlertDC text/email for weather updates and HopeOneSource text for weather/service updates
 - Continue to update the COVID Services GoogleDoc
 - Bring updates to ERSO Committee and sub workgroups (as needed) ★ ★ ★

Communication: Feedback



- ❖ What else do we need to be thinking about?
 - What else is needed for Initial Outreach?
 - What else is needed for Update Outreach?
- ❖ Any feedback on the draft flyer?

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Available Resources



- ❖ Seasonal Shelter will be 24/7 and will have meals, bathrooms, etc.
- ❖ Many of our providers are providing services outdoors as well as access by appointment to laundry and shower (please see GoogleDoc for full list)
- ❖ Libraries are open, but have limited access time per patron.

Opening Safely



- ❖ We are interested in how other location might be able to open safely for our consumers.
- ❖ DHS is considering making limited expansions to capacity of DDSC.
- ❖ Are there other places around the city people could go for additional capacity?
- ❖ Are there providers around the table that have available space who would be willing to talk about ways to further open their spaces safely?

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Election/Results Prep for Unsheltered



Pathways to Housing Outreach Team covers the Downtown area. Their current plans are as follows:

- Outreach rounds to let individuals know there may be increased police presence, crowds, and protests on election night (or nights following)
 - ✓ Provide fliers with shelter hotline, shelters available, meal sites, important phone numbers
- Create safety plans with clients, so they have an individualized plan if there are protests
- Provide bus tokens/metro cards/lift rides to clients if they want to go to other locations around the city
- Loop in client's other supports (CMs/ACT Teams)

Election/Results Prep for Unsheltered



- ❖ What information/actions are we missing?
- ❖ Are there other ways we should be trying to get word out to consumers on what to potentially be prepared for?
 - Announcements at food sites/libraries/etc.
- ❖ What other areas of the city should be focused on?
 - Capitol/Supreme Court? Large Encampments?
- ❖ How best to coordinate so people know where we have access in our system?
 - eg. directing people to shelter hotline

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Adjournment



Next ERSO Meeting Date



- ❖ Falls the day before Thanksgiving
- ❖ Will plan to reschedule for for the first week in December.
 - Meeting date: December 2nd
 - Calendar invitation will be updated

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